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February 18, 2009

**AGENDA ITEM 11**

**TO: MEMBERS OF THE BENEFITS AND PROGRAM ADMINISTRATION COMMITTEE**

**I. SUBJECT:** Member Branch Performance Measures

**II. PROGRAM:** Member and Benefit Services Branch

**III. RECOMMENDATION:** Information Only

**IV. ANALYSIS:**

Attached are the FY 2008-2009 2nd Quarter Member and Benefit Services Branch (MBSB) Performance Management dashboard reports.

The summary report of the stoplights from the most recent quarter and the previous quarter's dashboard reports is provided as Attachment A.

The dashboard reports for the most recent quarter are provided as Attachment B.

**V. STRATEGIC PLAN:**

This project supports the CalPERS Strategic Plan. The performance measurements described in the attachments are directly aligned to the CalPERS strategic goals.

**VI. RESULTS/COSTS:**

These Performance Management dashboard reports were implemented in MBSB effective the fourth quarter of fiscal year 2006-07 to replace MBSB Effectiveness Measures previously reported to the Board. There are no new costs associated with the implementation and administration of the new Performance Management process.

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Assistant Executive Officer  
Member and Benefit Services Branch

Attachments